

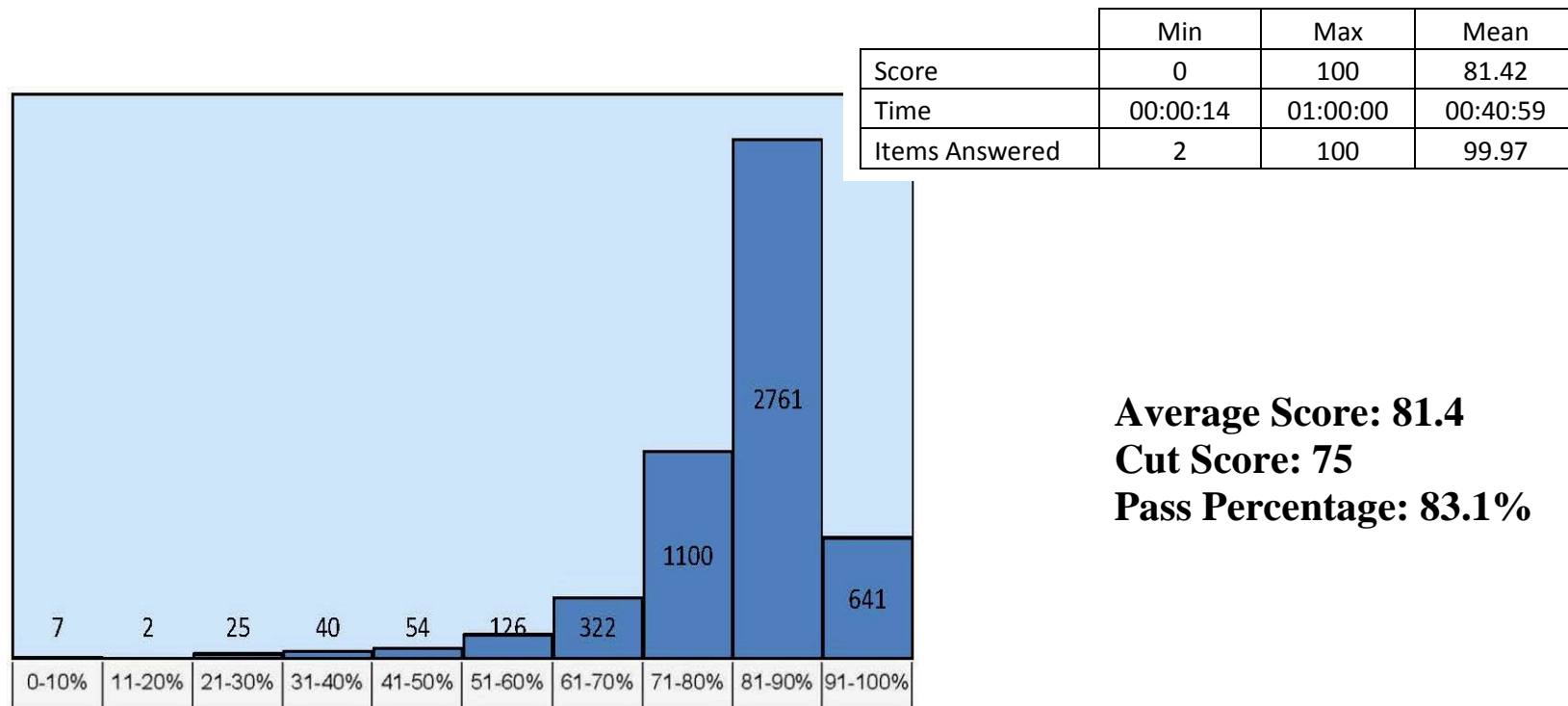


2013-14 State Results

Workplace Readiness Skills 2013-14

(Employability Skills for Career Readiness)

5078 Participants



Average Score: 81.4
Cut Score: 75
Pass Percentage: 83.1%

Assessment: Workplace Readiness Skills 2013-14
Accumulated Results

1) Workplace Readiness Skills (WRS) for the Commonwealth	81.20%
A) Personal Qualities and People Skills	83.4%
1) Positive Work Ethic: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand	86.82%
2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability	77.10%
3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed	91.46%
4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace	87.43%
5) Diversity Awareness: Works well with all customers and coworkers	79.71%
6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues	81.79%
7) Creativity and Resourcefulness: Contributes new ideas and works with initiative	79.82%
B) Professional Knowledge and Skills	79%
8) Speaking And Listening: Follows directions and communicates effectively with customers and fellow employees	84.75%
9) Reading And Writing: Reads and interprets workplace documents and writes clearly	82.89%
10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks	78.93%
11) Health And Safety: Follows safety guidelines and manages personal health	76.76%
12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace	70.66%
13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills	60.94%
14) Job Acquisition And Advancement: Prepares to apply for a job and to seek promotion	79.75%
15) Time, Task, And Resource Management: Organizes and implements a productive plan of work	77.34%
16) Mathematics: Uses mathematical reasoning to accomplish tasks	84.02%
17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service	91.59%
C) Technology Knowledge and Skills	82.78%
18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner	85.73%
19) Information Technology: Uses computers, file management techniques, and software/programs effectively	74.92%
20) Internet Use And Security: Uses the Internet appropriately for work	89.54%
21) Telecommunications: Selects and uses appropriate devices, services, and applications	84.83%